

# EXHIBIT D

Priorities are shown in parentheses. Scale is 1 to 5 (with 1 being low)

### GID Screen

#### ☐ Idle Mode

- ☐ (2) Code share flights are all listed together and there are no airline codes (makes it confusing and hard to read) Are codeshare flight numbers supposed to be on this screen?
- ☐ ( ) When arrival is a codeshare, the arrival screen does not show
- Next departure to... "to" needs to be lowercase and there needs to be a period at the end of the sentence
- Check-in time of next flight is not getting passed the whole sentence or flight number...only the time shows up
- Next arrival screen needs to say arrives "from" (right now it says arrives "to")

#### ☐ Departure Mode

- ☐ (4) The arrival is filtered out in the left bar 10 minutes after the landed event...this should be after the IN event.
- ☐ (4) Flight time to destination: The arrival time stayed at the scheduled arrival time, not the ETA
- ☐ (5) After receiving a system departing flight delay, the alert text eventually disappeared, but the screen stayed in the loop
- ☐ (5) When a flight was delayed twice, it put two departing flight delay alerts on the screen instead of just overwriting the first one
- ☐ (5) Always get an arrival delay (I believe it's triggered by the ON event)
- ☐ (5) Tried to remove the arrival delay alert and it removed the alert panel text, but kept the item in the loop
- ☐ (5) The arrival flight delay was removed, but it reappeared (several times within same flight)
- ☐ (2) Arrival flight delay screen in the loop is using the idle mode screen
- ☐ (5) There was a departing flight delay and time changed in the left bar, but it cleared the alert text and didn't put departing flight delay alert into the loop
- ☐ (2) The next arrival appears in the left bar even if the flight is a couple hours away
- ☐ ( ) The estimated boarding schedule should not have spaces before the a/p
- When received a system departing flight delay, the alert text was wrong...should be "Departing Flt Delayed"
- Free-form message/alert are displaying the wrong movie...the one with a blue border
- Arrival is always being shown below the departure
- We did not get a departing flight delay message when the flight was delayed 10 minutes
- When received a delay event, automatically displayed delay message but cleared alert panel of other alerts; plus "DEPFLTDELAYEDGEN" appeared in the alert panel
- There are two "Carry On Policy" screens
- The building of the right pane (opening.swf) should only run at the beginning of the mode (it now runs at the beginning of the loop)
- When a departure time delay was received, the message "Dep Time Delayed" appeared in the right hand list box of GID Manager, but no alert appeared and no screen entered the loop (the name of the agent message is "Departing Flight Delayed")
- Crown Room screen had time as 8:00 a.m. (should only have "a" and not "a.m")
- The seating screen title said "Seating" and then changed to "Aircraft" when it showed the information and then it put both titles on top of each other
- There is a "Seating and Res. Policies" screen that should not be in there

#### ☐ Departure/Boarding Mode

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- ☐ (5) Once enter boarding mode, the arrival information in the left bar disappears
- ☐ ( ) Boarding Sequence - "First Class" needs a capital "C"
- Flight Time to Destination screen: The arrival time shows "ARRIVAL TIME"
- The wrong seating movie (the prototype version) is getting displayed in addition to the correct one
- Does not show "Final Boarding Call" in the boarding strip
- When a flight is dispatched, the alerts should no longer display in the alert panel
- Boarding strip at bottom just changes the numbers - need to issue a play action to get the full animation sequence
- Once start boarding, the boarding time in the left bar should disappear
- When closed flight in the boarding section of GID Manager, the "Flight Dispatched" screen appeared in the boarding mode and the loop stopped, but the departure/boarding mode loop continued and just added a "Flight Dispatched" screen to the loop. The departure/boarding mode should display the "Flight Dispatched" screen, stop the loop and take away the boarding strip at the bottom.
- Boarding
  - The big blue "Now Boarding" screen does not last long enough
  - The current time is not dynamically updated and does not update until a new section is boarded
  - The big blue "Now Boarding" screen does not always appear (can't find a pattern)
  - City (in the left bar) was changing between "City 1" and "City 2". This flight should only have had one city, plus the city name was not displayed.
  - The boarding strip only puts the section name and not "Now Boarding...."
- ☐ General
  - ☐ Volunteers needed
    - ☐ Delta Dollars information does not show up on the screen (this information is in a second screen) if don't specify next flight information
    - ☐ If have the check box checked to send flight information and then edit the message, the check box does not come back checked
    - (alert\_volunteers.swf) does not last long enough
    - Is the ".00" in the dollar amount needed?
  - None of the movies that have two screens worth of information are showing the second screen. The screens that have two movies are: Requesting Volunteers, Seating and Res. Policies (idle mode).
  - Estimated boarding schedule does not have the dots leading to the times
  - Aircraft Substitution (alert\_aircraft\_sub.swf) does not last long enough.
  - Seat\_Res\_policy.swf does not last long enough.
  - Carry-On Policies (baggage.swf) does not last long enough
  - Estimated Boarding Schedule should last longer (est\_board.swf)
  - If a free-form message is not an alert message, it inserts a blank in the alert panel
  - The flight time screen uses the origination city rather than the city we are in.
  - The estimated boarding schedule/times is different than the schedule in the GID Manager (they are five minutes apart)
  - Equipment details screen: "range" needs an uppercase R

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## GID Manager

### ☐ Modify GID Tab

- ☐ (3) If double-click on an entry in the right side list box to edit the message, once I edit the message and press OK/Cancel, the focus should return to the right side list box (the entry that was edited should be highlighted...right now it just has the focus rectangle around it)
- ☐ (next release) There should be a "This Flight Canceled" entry in the left list box. When this is chosen, it is the same dialog box as "Flight Canceled" except without the Flight Type drop-down combo box. When this option is chosen, the loop should stop and display the appropriate Flight Canceled screen.
- ☐ (5) The GID Manager does not listen for an event change (e.g. when a flight is delayed, the information is not changed in the GID Manager)
- ☐ (4) Boarding schedule should not allow boarding of 3 rows or less as a section (back section should take the extra rows)
  - Take Flight Dispatched out of the left-hand side list box
  - Get a Dr. Watson when do a "Remove All"
  - After receiving a delay message, the GID manager was closed and reopened. Once reopened, the alerts on the right side were not repopulated, but the screens were still in the loop.
  - The Arrival Backup dialog is not listed
  - When an entry in the left side list box is highlighted, pressing the Enter key on the keyboard should act as an Add button press
  - When an entry in the right side list box is highlighted, pressing the Enter key should display the appropriate dialog box for editing
  - Edit Information button label should be "Edit Information..." (button will probably need to be made longer)
  - Boarding Schedule: "Flight Closed" should be "Flight Dispatched"
  - "Remove"/"Remove All" buttons should have the arrow on the left side of the label
  - The Add button label should change to "Add..." if a dialog box will be presented to the user
  - When double click on an entry in the left hand list box, should act as an Add button press
  - The board time is wrong - this is being sent by the server
  - The check-in time is wrong (was correct in the idle mode loop, however) - this is being sent by the server

### ☐ Dialog Boxes (general)

- ☐ (3) The text fields should either have masks on them or they should have error checking because right now, I can type anything in them. A mask would make it so that the agent doesn't have to type the ":" for times
- ☐ (4) Need error checking (i.e. if choose a delay reason that needs a city, then should not be able to leave city blank)
  - The OK and Cancel buttons should not have mnemonics (the enter key should work for the OK button and the Escape button should work for the Cancel button)
  - Can the dialog boxes at least have the flight number defaulted in the dialog boxes (when appropriate) since it is already in the textbox on the previous screen?
  - There are some canned message options that are not supposed to be on there

### ■ Aircraft Substitution dialog

- EQP # should default to "1" (or the last number entered)

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■ Awaiting Seat Assignment

- Shows up as an alert (text appears in the alert panel) even though it is not meant to be an alert

□ Departing Flight Delayed

- (4) Should be able to enter a reason without specifying the ETD/ETA of the flight
- When type in an ETD and ETA, the times do not show up in the movie; however they show up on the left bar and then get set back to the system times.
- If enter a specific message and then change to a generic, it adds a second flight delayed screen to the loop (does this happen if start with a generic message?)
- The up/down arrow keys on the keyboard scroll through the entries in the Reason drop-down combo box. When the scrolling gets to Weather or Air Traffic Control, it should not jump focus to the City textbox...the city textbox should just become enabled.
- Had entered a reason, but then edited it at a later time to show no reason, but it still displayed the old reason (just took the city away) [on 10/29 it displayed a second delay screen in the loop]

■ Edit Flight Info

- The cities default to city names
  - there should only be a default in the first textbox (or the others if there are different city names)
  - should allow for both city codes and city names to be entered
- Codeshare flight number appeared in the Airline Code column

□ Flight Canceled

- ( ) I first pressed OK without entering information. Then I edited the information. It added a second Flight canceled screen to the loop; however the flight panel text changed correctly.
- (1) Flight Type drop-down combo box should be listed above the Cities
- If enter a specific message and then change to a generic, it adds a second flight canceled screen to the loop (does this happen if start with a generic message?)
- The additional comment did not appear.

■ Flight Dispatched

- Never appeared in the loop whether added in GID manager or by the system

■ Flight Full dialog

- The departure time of the next flight does not display correctly on the GID screen
- No information is displayed if do a detailed message
- When tried to enter a generic message with a standby message, there was an error message saying "Please enter the detailed info"
- There is not a need for the alternative message drop-down box
- The standby message option displayed to the agent is not the message that should be displayed on the GID screen. The mapping is as follows:

No Standby Message => <blank>

All standbys transferred automatically => "All standby customers have been transferred to the next flight's standby list."

If want to be transferred, see agent => "If you would like to be transferred to the next flight's standby list, please see an agent."

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☐ Free-form dialog

- ☐ (4) The number of characters needs to be limited to ??? in the Alert Subject textbox
- ☐ (4) The number of characters needs to be limited to ??? in the message textbox.
- The alert is using the wrong movie
- Get a Dr. Watson error when try to add a free-form message from the Concourse tab. Also got one when tried to edit the free-form message already added.
- Do not double space on an "enter" in the message area.
- Message textbox should be a multi-line textbox

☐ Requesting Volunteers

- ☐ (5) Next flight to...."M" should not have a period after it and it should have a capital "F"
- Next flight needs to be an option that is selected (may not want to specify that information)
- The amount should be limited to 3 characters

■ Standby Customers Wait Until Called

- Shown as an alert and it is not

☐ Boarding Functionality

- ☐ (5) When change the start/stop rows or boarding time, the schedule is not receiving the change and therefore does not display the row schedule
- ☐ (2) Had dispatched the flight and the loop stopped, but then I tried boarding a row again and it went into the boarding mode at the bottom, but kept "flight dispatched" as the loop

☐ Using Mouse

- ☐ (5) It only begins boarding by clicking on First Class. You can not click on any other row to have it begin boarding.
- If first class is the only row highlighted (currently boarding), the "stop boarding" functionality doesn't work
- When clicked on once with left button, and the row is currently not highlighted, that row will highlight and cause a now boarding message using those row numbers. Any rows before/above it will highlight.
- When click on First Class while it is highlighted, this will cause all rows below/after it to unhighlight and will stop boarding (return to departure mode). Another single left click will highlight First Class and return to departure/boarding mode.

■ Using Keyboard

- The row to be boarded next will have a dotted line of focus around it. The spacebar will cause that row to highlight and a now boarding message for that section. Any rows before/above it will highlight. (In the case of first class, should work the same as a single click)

☐ Overall

- ☐ (3) Need the ability to enter a 3 letter city code OR city name and it does the appropriate conversions
- ☐ (3) When on a Concourse GID, should be able to scroll the messages list box (if applicable)

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### Overall

- ☐ (3) There should only be three city textboxes on the applicable screens (specifically on the Arrival Backup screen and the GID Flight Info dialog)
- ☐ (2) How do I change to display information for a different flight (i.e. boarding schedule, etc.)
- Should the city codes be city names or can they be converted for display on the GID screen?
- Name of the application should be GID Manager (not Task Manager)
- All messages seem to be showing as alerts.
- Sometimes a message that shouldn't be an alert does not display alert panel text, but once another alert puts text there, the alert text for the previous one appears as well.
- After a new flight was opened in the GID Manager, the messages that were added for the previous flight are defaulted (multiple times) in the right side list box. If I try to remove or remove all, I get a Dr Watson.

### Formatting

- ☐ Times, flight numbers, and gate numbers should not have preceding zero's
- ☐ times should be formatted with no space before the a/p
- ☐ Seat map: "First Class Cabin" and "Coach Cabin"
- ☐ Meals need to have an uppercase "c" for the word cabin
- ☐ The meals should not be all capital letters...only the initial letter should be capital
- ☐ Code Share: Aeromexico is one word
- ☐ If the state is going to be displayed, there needs to be a space after the comma
- ☐ All sentences should have a period at the end
- Flight Time: No dashes before and after the word "to"
- The "F" should not precede the flight numbers
- In-Flight Service: When there isn't a meal, it should say "Beverage"
- ☐